Ignatius Birdsong

Insurance Agent

Charlotte, NC · ignatius.birdsong@example.com · (704) 555-0124 · LinkedIn

SUMMARY

Licensed property and casualty insurance agent with 6 years at a regional carrier and an independent agency, managing a book of 420 active policyholders. Grew annual premium in a personal book from $380K to $610K through renewals and referrals, and cut policy cancellations by 15% with a proactive outreach routine. Holds active P&C and life licenses in North Carolina and South Carolina.

EXPERIENCE

Insurance Agent — Palmetto Shield Insurance Agency

Charlotte, NC · Feb 2022 – Present

- Manage a book of 420 active auto, home and umbrella policyholders, growing annual premium from $380K to $610K over 2 years.
- Built a 90-day renewal outreach routine that cut voluntary cancellations from 18% to 15% of the book.
- Cross-sold life and umbrella policies to 60 existing auto clients, adding $94K in new annual premium.
- Generated 35 new policies a year from referrals by asking every satisfied claimant for 2 names.

Licensed Sales Agent — Cascadia Mutual Insurance

Charlotte, NC · Mar 2019 – Jan 2022

- Sold an average of 22 auto and home policies a month over the phone, exceeding team quota in 28 of 34 months.
- Handled 50 inbound calls a day, quoting coverage and resolving billing issues while maintaining a 92% customer satisfaction score.
- Completed 40 hours of continuing education and earned the life insurance license within the first year.

SKILLS

Products: Auto, homeowners, umbrella, term and whole life, renters

Licensing: Active P&C license (NC, SC), Life & Health license (NC)

Sales: Needs-based selling, cross-selling, referral generation, retention outreach

Tools: Applied Epic, Salesforce, EZLynx, carrier rating platforms

CERTIFICATIONS

Certified Insurance Service Representative (CISR), 2021

EDUCATION

B.A. Communications, University of North Carolina at Charlotte, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.